



January 18, 2012

Via Email

Thomas M. Dethlefs
Counsel
CenturyLink
1801 California Street, 10th Floor
Denver, CO 80202
Thomas.Dethlefs@centurylink.com

Re: NTS Services Corp.- Notice per Section 13-515(c)

Dear Tom:

I have read your letter of December 14, 2011 and disagree with CenturyLink's position regarding NTS' draft complaint. It is true that CenturyLink can not cure actions that have been completed. For example, CenturyLink admittedly violated the FCC's rule preventing carriers from winback marketing. Although the practice eventually stopped, NTS does not know the extent of the practice and CenturyLink may be held accountable at the ICC. The other issues in the complaint are ongoing and not simply past practices. CenturyLink continues to provide inaccurate loop information and fails to properly label loops. CenturyLink's invoices continue to be inaccurate and not one submitted dispute has been resolved since September 25, 2011. Installation and repair issues persist. CenturyLink has failed to meet firm order commitment dates for seven of the last 21 installations. The factual allegations in the complaint are specific and well-known to the CenturyLink employees that work with NTS on a day to day basis.

Enclosed is a revised draft of a formal complaint and associated exhibits that NTS intends to file. Pursuant to Section 13-515(c) of the Illinois Public Utilities Act, please consider this letter formal notice of the violations that NTS alleges that CenturyLink continues to engage in. Please provide a cure to these issues or a plan to address them by the close of business on January 20, 2012. If CenturyLink does not provide acceptable cures by that date, NTS will proceed with filing the attached complaint on January 23, 2012.

If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kristopher E. Twomey'.

Kristopher E. Twomey
Counsel to NTS Services Corp.